

Fundamentals of Supervision



Course Number: NC 151

Cost Per Person: \$30 Participating Agency, \$188/Non-Participating

Eligibility: Managers & Supervisors

Instructor: Tripp

Length: 8:30 am – 4:30 pm

Certificate Series: Leadership Development Certificate

Location: Des Moines, Hoover State Office Building, Level A

Scheduled Sessions:

September 19, 2017

December 7, 2017

March 15, 2018

June 5, 2018

Overview:

This course, designed for new managers and supervisors, focuses on methods of supporting and directing employees. The course focuses on the characteristics of responsible leadership, motivation theory, and conflict management. Participants will gain awareness of essential functions, as well as supervisory tools and resources.

Objectives:

- Identify the differences between thinking like a supervisor and thinking like a non-supervisor
- Identify qualities of an effective leader
- Identify methods of delegating
- Identify what motivates employees
- Learn about effective feedback and coaching
- Manage conflict effectively
- Understand the reality of being a supervisor
- Gain awareness of supervisory tools and resources